

CLAIMS

1. A computer program product, comprising: a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a computer to resolve chargeback discrepancies, the computer program code mechanism comprising:

a first computer code device configured to read in rules associated with a contract;

a second computer code device configured to read in chargeback requests associated with the rules of the contract;

a third computer code device configured to compare the chargeback requests against the rules of the contract; and

a fourth computer code device configured to produce electronic discrepancy notices for chargeback requests that are not in compliance with the rules of the contract.

2. The computer program product as claimed in claim 1, further comprising a fifth computer code device configured to receive an electronic change to at least one previously submitted chargeback request that was not in compliance with the rules of the contract.

3. The computer program product as claimed in claim 1, further comprising: a fifth computer code device configured to find all previously submitted chargeback requests that were not in compliance with the rules of the contract and that match at least one specified search criterion;

a sixth computer code device configured to specify a new value for at least one field common to all chargeback requests found by the fifth computer code device; and

a seventh computer code device configured to change the at least one field common to all chargeback requests found by the fifth computer code device to the

5 new value specified by the sixth computer code device.

4. The computer program product as claimed in claim 3, wherein the seventh computer code device comprises a checkpoint and rollback computer code device.

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5. The computer program product as claimed in claim 1, wherein the fourth computer code device comprises a fifth computer code device for filtering the electronic discrepancy notices according to at least one filter criterion.

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6. The computer program product as claimed in claim 1, wherein the fourth computer code device comprises a fifth computer code device for filtering the electronic discrepancy notices plural times according to plural criteria and providing a scoreboard of most frequently occurring discrepancies for each of the plural criteria.

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7. A computer-implemented method comprising:
reading in compliance rules associated with a contract;
reading in chargeback requests associated with the rules of the contract;
comparing the chargeback requests against the rules of the contract; and
producing electronic discrepancy notices for chargeback requests that are not

25 in compliance with the rules of the contract.

8. The method as claimed in claim 7, further comprising receiving an electronic change to at least one previously submitted chargeback request that was not in compliance with the rules of the contract.

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9. The method as claimed in claim 7, further comprising:

finding all previously submitted chargeback requests that were not in compliance with the rules of the contract and that match at least one specified search criterion;

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specifying a new value for at least one field common to all chargeback requests found in the finding step; and

changing the at least one field common to all chargeback requests found by the finding step to the new value specified by the specifying step.

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10. The method as claimed in claim 9, wherein the step of changing comprises utilizing a checkpoint and rollback method.

11. The method as claimed in claim 7, wherein the producing step comprises filtering the electronic discrepancy notices according to at least one filter criterion.

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12. The method as claimed in claim 7, wherein the producing step comprises filtering the electronic discrepancy notices plural times according to plural criteria and providing a scoreboard of most frequently occurring discrepancies for each of the plural criteria.

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13. A chargeback system, comprising:

means for reading in compliance rules associated with a contract;

means for reading in chargeback requests associated with the rules of the contract;

5 means for comparing the chargeback requests against the rules of the contract;

and

means for producing electronic discrepancy notices for chargeback requests that are not in compliance with the rules of the contract.

